

## Jefferson County Position Description

### Employee Name:

<b>Position Title:</b>	Economic Support Specialist I	<b>Department:</b>	Human Services
<b>Pay Grade:</b>	4	<b>FLSA:</b>	Non-Exempt
<b>Date:</b>	January 2013	<b>Reports To:</b>	Economic Support Supervisor

---

### Purpose of Position

The purpose of this position is to assess, determine eligibility and provide case management services for federal, state and county economic support-related programs for the residents of Jefferson County.

### Essential Duties and Responsibilities

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Operate in the County Call Center, assisting customers with questions, concerns, changes, general information and understanding of programs
- Interview applicants in person, by telephone, and electronically to determine eligibility for services by gathering client's financial and non-financial data, enter data accurately into various computer systems, and assist clients in completing forms appropriately
- Understand Federal and State policies for all programs, with the ability to interpret program benefits and eligibility requirements
- Evaluate clients' need for services offered by other agencies. Refer clients to needed services
- Provide on-going financial case management services
- Provide Childcare Provider Certification. Evaluate and monitor facilities to ensure standards are met, implement corrective action plans, recommend enforcement actions and investigate complaints of certified providers
- Authorize payments to Child Care Providers for W-2 and non W-2 participants
- Investigate cases for potential fraud, implements IPV sanctions, processes FEV referrals and calculates and establishes benefit recovery claims
- Interpret tax documents and court records. Testify in administrative (civil) fair hearings
- Attend and participate in on-going training to maintain knowledge of current eligibility requirements, program policies and procedures
- Demonstrate dependable attendance

- Complies with County HIPAA Policies and Procedures, if applicable.
- Perform other duties as assigned or as may develop

### **Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Perform Administrative Assistant duties as needed, including schedule appointments, scan, answer the switchboard and direct calls

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Associate degree in accounting, human services or related field or completion of Wisconsin Department of Health and Social Services income maintenance training; one to two years experience dealing with the public which provides experience in computer proficiency and interviewing skills; or, any combination of education and experience that provides equivalent knowledge, skills, and abilities.

### **Other Requirements**

**Training:** Upon hire, must successfully complete the New Worker Training within 12 months of employment and complete 12 hours of professional development and Civil Rights training annually

**Physical:** None

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

.....  
Employee's Signature

.....  
Supervisor's Signature

.....  
Date

.....  
Date

## Jefferson County Position Description

**Employee Name:**

<b>Position Title:</b>	Economic Support Specialist II	<b>Department:</b>	Human Services
<b>Pay Grade:</b>	5	<b>FLSA:</b>	Non-Exempt
<b>Date:</b>	January 2013	<b>Reports To:</b>	Economic Support Supervisor

---

### Purpose of Position

The purpose of this position is to assess, determine eligibility and provide case management services for federal, state and county economic support-related programs for the residents of Jefferson County.

### Essential Duties and Responsibilities

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Interview applicants in person, by telephone, and electronically to determine eligibility for services by gathering client's financial and non-financial data, enter data accurately into various computer systems, and assist clients in completing forms appropriately
- Understand Federal and State policies for all programs, with the ability to interpret program benefits and eligibility requirements
- Evaluate clients' need for services offered by other agencies. Refer clients to needed services
- Provide on-going financial case management services
- Provide Childcare Provider Certification. Evaluate and monitor facilities to ensure standards are met, implement corrective action plans, recommend enforcement actions and investigate complaints of certified providers
- Authorize payments to Child Care Providers for W-2 and non W-2 participants
- Investigate cases for potential fraud, implements IPV sanctions, processes FEV referrals and calculates and establishes benefit recovery claims
- Interpret tax documents and court records. Testify in administrative (civil) fair hearings
- Rotate in the County Call Center, assisting customers with questions, concerns, changes, general information and understanding of programs
- Attend and participate in on-going training to maintain knowledge of current eligibility requirements, program policies and procedures
- Demonstrate dependable attendance

- Perform other duties as assigned or as may develop

### **Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Perform Administrative Assistant duties as needed, including schedule appointments, scan, answer the switchboard and direct calls

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Associate degree in accounting, human services or related field or completion of Wisconsin Department of Health and Social Services income maintenance training; one to two years experience dealing with the public which provides experience in computer proficiency and interviewing skills; or, any combination of education and experience that provides equivalent knowledge, skills, and abilities. Ability to perform successfully all duties of the position with minimum supervision, typically attained after 1 – 2 years in the position.

### **Other Requirements**

**Training:** Upon hire, must successfully complete the New Worker Training within 12 months of employment and complete 12 hours of professional development and Civil Rights training annually

**Physical:** None

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

.....  
Employee's Signature

.....  
Supervisor's Signature

.....  
Date

.....  
Date